

Logging On To – Online Learning Center (OLC²)

1. How to Log on to Online Learning Center (OLC²):

“ initial or change of password:

You received an e-mail with your Learner ID and a generic password back in June 2005. If you don't have your password see below...

“ If you've already logged into the system skip to step # 5

2. Go to: <https://www.energyolc.com>

Plateau Learning - Login - Microsoft Internet Explorer

Address: <https://www.energyolc.com/olms/learner/login.jsp>

Energy Online Learning Center

Welcome

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PRIVACY POLICY
We collect no personal information about you when you visit energyolc.com. Basic information has been stored for your registration such as Login, Password, First Name, Last Name, Email address, Business Address, and Business Phone. Some information is collected and stored automatically by the site. What we collect and store

LEARNER ID (FIRSTNAME.LASTNAME)

PASSWORD

Login

to get started

- Enter your Learner ID and Password. (See your system administrator for your User Name and Password)
- Click on "Submit" to proceed to the main window.
- Click [here](#) to access the Plateau v5.5 Web-Based Training.
- Old NTC users needing assistance, please call (505)845-5170 Ext. 310 or 333, or email the NTC at registration@ntc.doe.gov
- Old OLC users needing assistance, please call (202)586-3607 or email the DOE LNS Helpdesk at energyolc@hq.doe.gov

What if I forgot my password?

If you forgot your password, click [here](#) to have it emailed to you. You will need your User Name and access to your email account to retrieve your Password.

Note: If there is another John Doe in the database, you will have a different Learner ID such as JOHN.DOE1, JOHN.DOE2, or JOHN.DOE3

- “ In the Learner ID box, type your Learner ID in all caps, be sure to include the dot between names.
- “ In the password box, type the generic password you received in an e-mail, case sensitive – turn off your “Caps Lock” if used for name if you don't have your password - contact either your organizations Point of Contact or follow instructions on the web page.

3. Click the Logon button and the following page will open:

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The screenshot shows a web browser window titled "Plateau Learning - Password Expired - Microsoft Internet Explorer". The address bar shows a URL from energydc.com. The page header includes the Energy Online Learning Center logo and a "Plateau Learning | Help" link. The main content area displays a "Password Expired" message and a list of password rules. Below the rules are three input fields: "Old Password", "New Password", and "Verify Password". To the right of these fields is a box with instructions: "In the Old Password box, type the password you received in the notification e-mail", "In the New Password box, create a new password, be sure to follow compliance guidelines.", and "In the Verify Password, type in the new". Below the input fields is an "Apply Changes" button and a "Reset" button. A large box at the bottom of the page states: "Once you have filled in the above boxes, click on Apply Changes".

Plateau Learning - Password Expired - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address <https://www.energydc.com/olm/learner/authenticate.do?sessionId=DP2cqW3FvGMh1mJ2SLygTTVfd1HM0zJLbvGUP8DDCWE6S59xwWYH-522973628> Go Links

Energy Online Learning Center

Plateau Learning | Help

Password Expired
User Password has expired. Please Change User Password.
* = Required Fields

The learner's password has to be compliant with the following rules:

- The length of the password must be between 1 and 40 characters.
- The password cannot contain user's first name and last name.
- The new password cannot be same as any of the previous 6 passwords.
- Password cannot be same as the E-Signature PIN.

* Old Password:

* New Password:

* Verify Password:

Apply Changes Reset

Once you have filled in the above boxes, click on Apply Changes

Done Trusted sites

4. Once you click **Apply Changes**, the following page will open:

The screenshot shows a web browser window titled "Plateau Learning - Password Expired - Microsoft Internet Explorer". The address bar shows a URL from energydc.com. The page header includes the Energy Online Learning Center logo and a "Plateau Learning | Help" link. The main content area displays a "Success" message: "You have successfully changed your password. Please click the Login button to go to the Login page." Below the message is a "Login" button. A box on the left side of the page states: "Click Login" and "You will need to login using your new password". An arrow points from this box to the "Login" button.

Plateau Learning - Password Expired - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address <https://www.energydc.com/olm/learner/changePassword.do> Go Links

Energy Online Learning Center

Plateau Learning | Help

Success
You have successfully changed your password. Please click the Login button to go to the Login page.

Login

Click Login

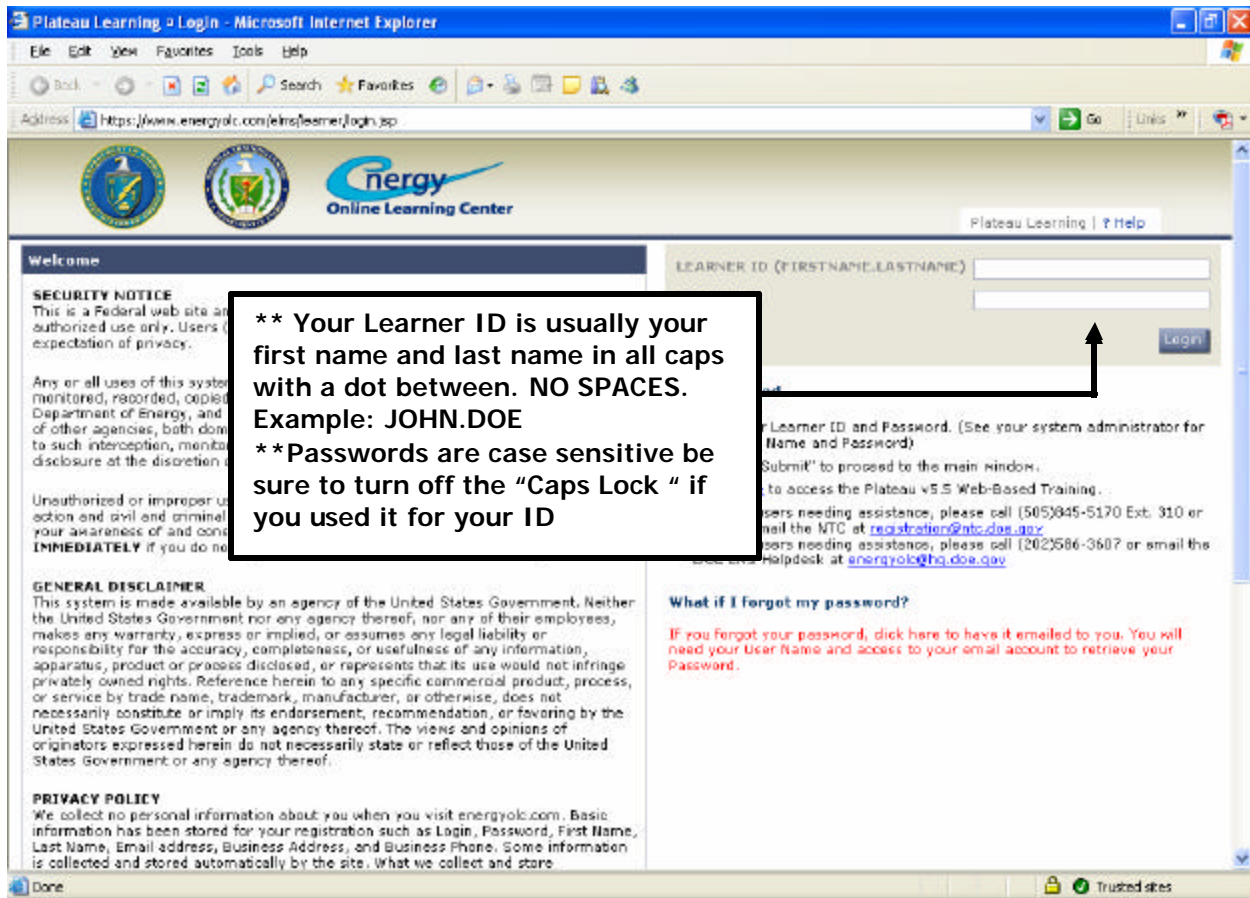
You will need to login using your new password

Done Trusted sites

5. Once you click **Login**, the main login page will open

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6. You are now at the main Login page. Type in your Learner ID and the new password you created, and click Logon



7. If you get the following Security Alert box, click “Yes”



8. You are now logged on and at your personal homepage.

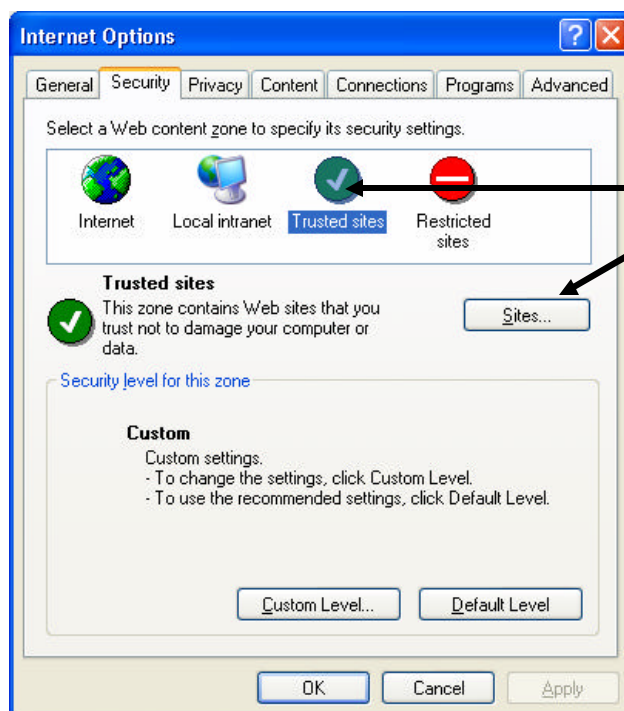
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If you don't see the following submenu items when you log on and mouse over Personal



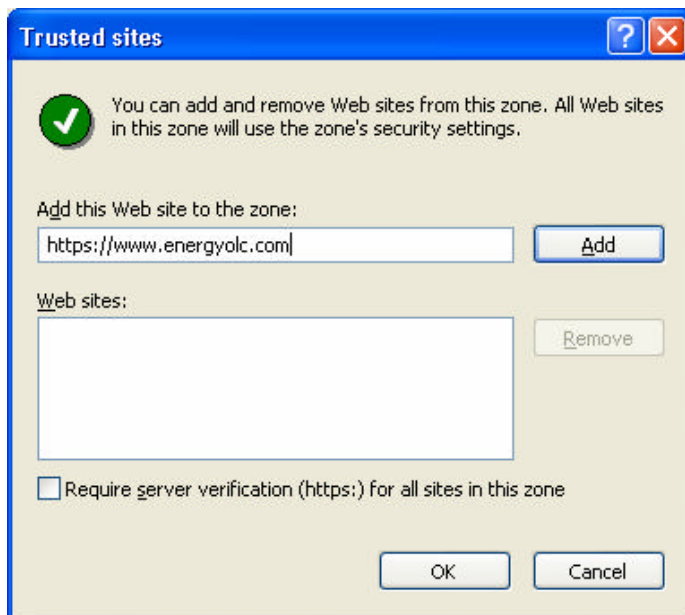
THEN YOU NEED TO DO THE FOLLOWING:

1. **Open Internet Explorer**
2. **Click on Tools in the menu bar, then click on Internet Options, and click on the Security tab**
3. **Click on Trusted sites, and then click the Sites button**

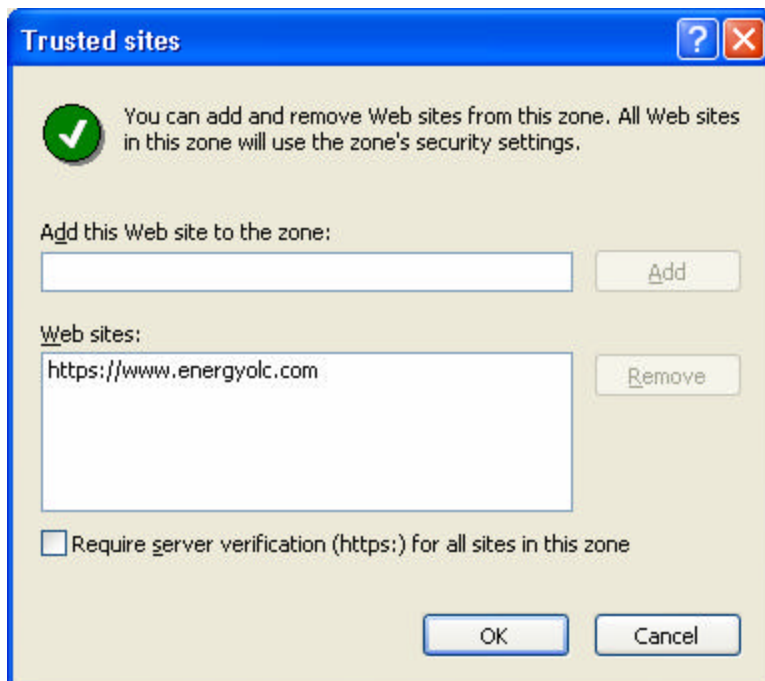


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The Trusted Sites box will open:



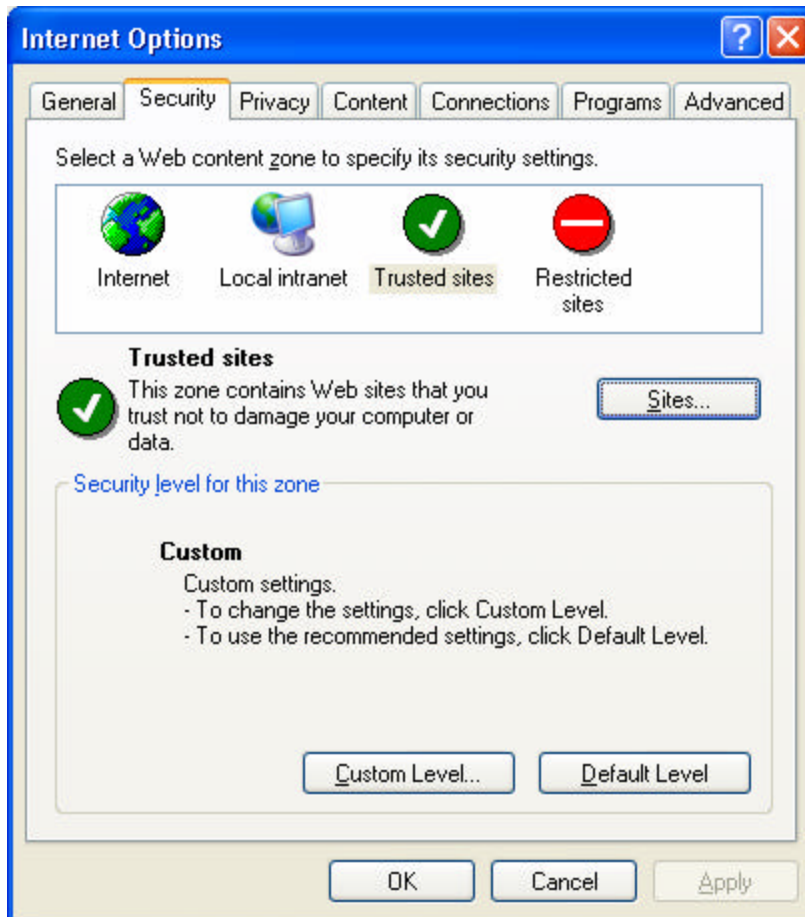
3. Be sure that the OLC² URL is listed in the box to the left of the **Add** button. Once you click the **Add** button, the following box will open:



4. Click “OK” to close the box

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5. Click “OK” to close **Internet Options** box:



6. You should then re-login to OLC², the submenu should now be showing under the menu bar in the program. If not call your Point of Contact (Katy Martin, 3-6332) or the Help Desk (202)586-3607 or email the DOE LMS Helpdesk at energyolc@hq.doe.gov.